



Warrior Team Update to the Yongsan FRG

13 February 2007

SECOND TO NONE

ANSWERING THE CALL TO DUTY

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Purpose

Quarterly Update to the Yongsan FRG on:

- **Warrior Well Being Program:** focuses on the human dimension as it applies to our Soldiers, civilians, contractors, and family members in order to develop an integrated services-delivery system within Warrior Country that addresses the physical, material, mental, and spiritual needs of each member of the Warrior Family
- **Area I Army Family Action Plan:** a forum to raise current issues to senior leadership while providing a proposed solution to that issue. AFAP addresses the demands of Army life, contributes to Soldier and family retention by improving our standard of living and making the Army a better place to live and work!
- **2ID FRG Steering Committee Meeting:** provides guidance to 2ID FRGs in the form of clear policy, assistance, education and training that provides comprehensive, coordinated and responsive services to support readiness.

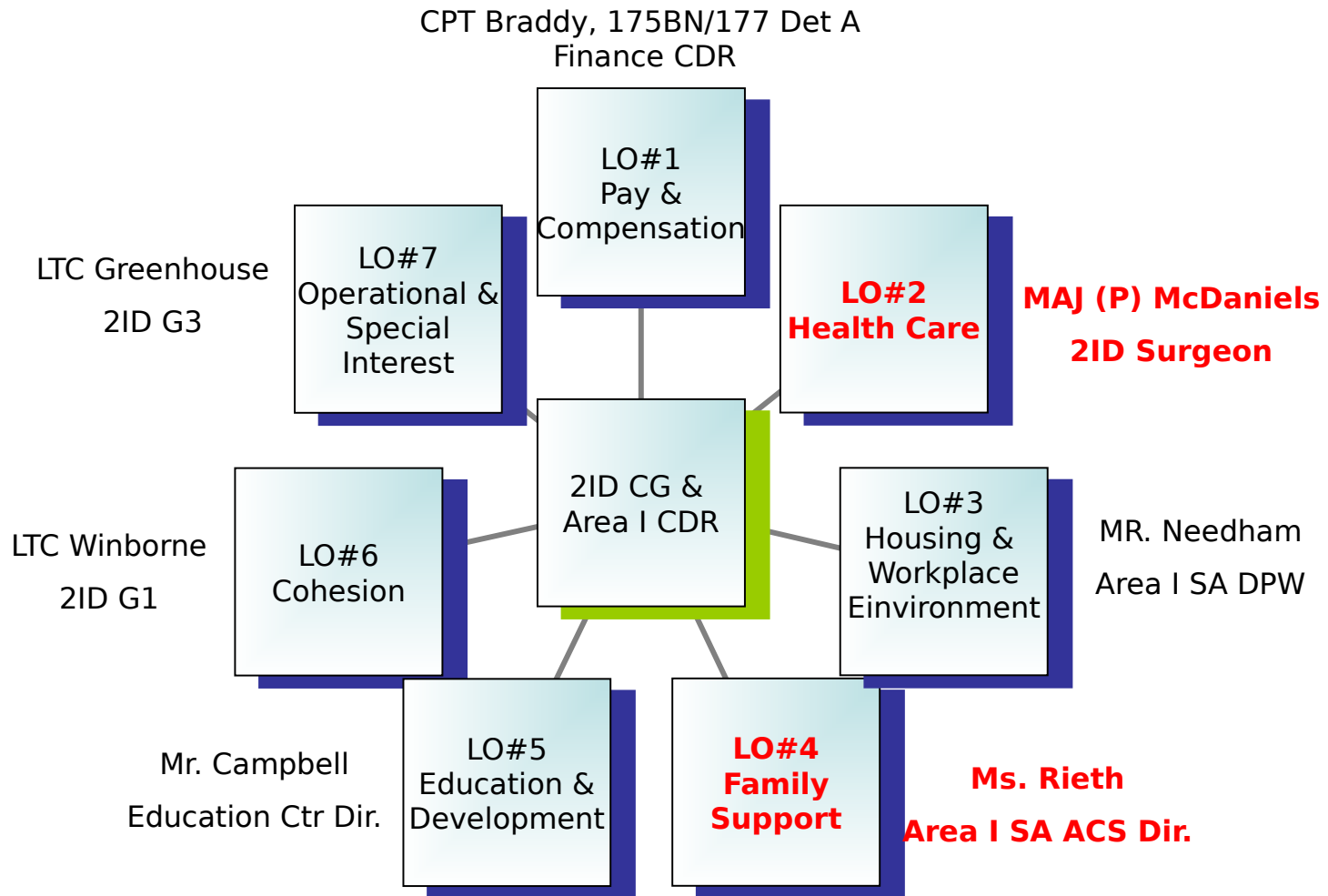
Warrior Well Being Council



Last Meeting 10 JAN 2007

Warrior Well-Being Council

Lines of Operation



LO#2 Health Care

TRICARE Options

TOPIC: Not all Soldiers and Family Members understand the differences in care between TRICARE Prime and TRICARE Standard.

DISCUSSION: TRICARE Information is passed to Soldier...

- while in-processing at 1RC
- Family members are not present for the brief

Different categories are eligible for different levels of service

- Command Sponsored families may register for TRICARE Prime
- Non-Command Sponsored family members considered TRICARE Standard

In Korea there is no consideration between Prime and Standard when scheduling appointments at Military medical facilities

- Prime enrollees referred to civilian provider on the local economy do not incur fee and are not required to file a claim
- Standard patients do not need referral but are required to pay for care up front, and file a claim for possible reimbursement

ACTIONS: Division Surgeon prepared flyer describing TRICARE options

- Sent out with Weekly Bulletin and FRG Newsletter
- Posted in Camp Casey and Camp Red Cloud Medical facilities
- This information will also be in the Spouse Newcomer's Orientations

LO#2 Health Care

Access to Care

ISSUE: Access to medical care and timeline for appointments differs based on status as Sponsor or Family Member

DISCUSSION: Soldiers and family members not familiar with...

- Different appointment types
- Length of time that may pass before they are seen for the appointment
- Maximum times for patients to be seen for different appointment types is shown below.

Acute - 24 Hours	Follow-Up - 28 Days
Routine - 7 Days	Wellness - 28 Days
Specialty - 28 Days	Procedure - 28 Days

From 18th Medical Command electronic booking records, 90% or more of all types of appointments meet standard.

ACTIONS: The Division Surgeon prepared flyer describing TRICARE options.

- This flyer was distributed with the Weekly Bulletin and FRG Newsletter
- This information will also be included in Spouse Newcomer's Orientations

LO#2 Health Care Dental Services

ISSUE: Many Soldiers, Family Members and Retirees are not aware of locations they can get dental services, and the timeline for care and follow-up appointments.

DISCUSSION: Different individual categories receive dental care at different locations

- Soldiers and Command Sponsored Family Members receive care in on-post dental facilities
- Command Sponsored Family Members not enrolled in the TRICARE Dental Plan have the option of receiving care on the economy but a co-pay is required
- Non-Command Sponsored Family Members and retirees must go off-post for dental care

ACTIONS: The Division Surgeon prepared flyers on...

- Family Member dental services
- Average co-pay information for those seen on the economy.

This information will be available on the 2ID website, and will be briefed at Spouse Newcomer's Orientation briefings

LO#4 Family Support

Abandoned/Waiting Families

ISSUE: Waiting Families face many challenges while preparing to travel to the United States.

DISCUSSION: Left-behind spouses often have difficulty ...

- renewing expired ID cards, ration control cards
- Making travel arrangements and Visas

Causes of this difficulty include

- Soldier Spouse no longer on peninsula due to PCS
- Spouse unwillingness to complete necessary paperwork
- Abandonment by Spouse

Some of these spouses are here illegally, and have incurred huge fines (\$15K+) due to SOFA violations.

ACTIONS: USFK is working with the Korean Government to change SOFA status rules to allow ration cards for these Spouses.

- Area I approving temporary ration cards
- DRAFT USFK International Marriage Regulation

Warrior Well-Being Council



Next Meeting 10 April 2007



Warrior FRG Steering Committee

Last Meeting 30 JAN 2007

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Action Item Update

- 1. Publish format for 2ID Sponsor & Family Roster [Closed]**
- 2. Define & Affirm Role of the FRG Leader [Closed]**
- 3. Define/Standardize Bn FRG Structure/Functions [Closed]**
- 4. Improve oversight/effectiveness of Family Readiness Liaison [Closed]**
- 5. Establish / Charter FRG Steering Committee [Closed]**
- 6. Validate Command/Non-Command Sponsored Census [Monitor]**
- 7. Establish Virtual Family Readiness Group Websites [Monitor]**
- 8. Develop / Approve an “FRG Support Plan” [Monitor]**
- 9. Improve visitor accommodation availability at medical facilities [Monitor]**
- 10. Improve Camp Casey appointment availability for Soldiers and family members. [Monitor]**
- 11. Develop / Implement Formalized Sponsorship Program [Revise]**
- 12. Develop / organize a “New Soldier Family Reception & Orientation Program” IAW USFK Cdr’s Intent [Revise]**
- 13. Establish / Charter Quarterly Battle Rhythm [Revise]**

2nd Quarter Action Items

1. Develop / Approve an “FRG Support Plan” [Monitor]
2. Develop / Implement Formalized Sponsorship Program [Revise]
3. Develop / organize a “New Soldier Family Reception & Orientation Program” IAW USFK Cdr’s Intent [Revise]
4. Establish / Charter Quarterly Battle Rhythm [Revise]

FRG Support Plan

ISSUE. To provide guidance to Commanders and FRG Leaders, the G1 developed the Warrior Country FRG Program Guide addressing FRG issues and information.

DISCUSSION. As FRG issues are raised by unit FRGs...

- G1, working with other Staff and outside agency subject matter experts develops guidance
- Updates the WC FRG Guide to address those issues
- Updated guide is then posted on the 2ID website and IDMT
- We are not printing the guide to alleviate costs and facilitate updates

ACTIONS: FRGs continue raising issues to the Steering Committee...

- The subject matter experts will research the issues, and provide feedback to the Steering Committee and FRGs
- G1 will then update the FRG Guide, and notify FRGs of updates/revisions
- Units can also post the guide on their vFRG website.

Formalized Sponsorship Program

ISSUE. Some Families arriving into 2ID communities are not properly welcomed by unit/FRG members due to a lack of communication.

DISCUSSION: A face-to-face visit enhances a family's overall understanding and enjoyment of this assignment

- Units welcome new family members, but some are missed because of a lack of communication
- Families are accounted for through Ration Control, DEERS, and NEO channels
- These agencies do not pass information to the FRGs

ACTIONS: 2ID is developing a welcome program

- Based on Yongsan FRG experiences and the new USFK regulation 614-2 In-Processing
- Will be tied in with mandatory Spouse Newcomer's Orientation briefings in each Area
- To ensure all families are welcomed, G1 will facilitate cross-talk between NEO, ration control , DEERS, and FRGs

In-Processing Orientation

ISSUE: The new USFK Regulation 614-2 In-Processing Orientation Program requires in-processing for all Areas in USFK. It also requires Spouses to attend in-processing and orientation programs.

DISCUSSION: 2ID program set as USFK standard ...

- Soldiers currently attend a five-day inprocessing at the Warrior Readiness Center (WRC) on Camp Stanley
- Areas II and III are establishing WRC style inprocessing for Soldiers.
- Areas I, II, and III already provide informative Spouse Orientation Seminars or briefings for newly arrived Spouses
- Briefings include information on force protection, BIDS, black marketing, TRICARE, and MWR
- Assists Spouses to become familiar with the Area, decreasing distractions and problems for the Soldier and Family
- Briefings are currently under-attended, but will soon be mandatory

ACTIONS: Area I, WRC, and 2ID Staff met to...

- Refine the Spouse orientation program in Area I
- Will soon meet with Areas II and III
- 2ID will revise Policy Letter 16 (Inprocessing) to reflect USFK Reg 614-2

International Marriages

ISSUE: DRAFT USFK Regulation 600-240 International Marriages.

DISCUSSION: Many Soldiers have married non-US citizen spouses without researching the difficult process of obtaining a visa

- This has caused some Soldiers to depart Korea before the visa process is complete
- Once the Soldier Sponsor has departed Korea, the Spouse loses eligibility for ration cards and protection under the SOFA agreement

DRAFT regulation is intended to help prevent these left behind spouses and children

- Requires Commanders to counsel and advise Soldiers prior to Marriage
- Also clearly delineates the steps required to apply for Visa

ACTIONS: 2ID will establish policy based off the draft regulation

- will revise and release guidance once the USFK regulation is released
- 2ID units currently submitting information on new international marriages
- Many Soldiers request tour length extensions to allow sufficient time to complete Visa paperwork for Spouse



Warrior FRG Steering Committee

Next Meeting 24 APR 2007

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Army Family Action Plan

Last Meeting 10 JAN 2007



ARMY STRONG



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Area I AFAP Most Valuable Services

- 1. Medical Services**
- 2. Commissary**
- 3. AAFES**
- 4. Adult Education**
- 5. Housing**

Activities Information Flow

ISSUE: Many Spouses and Family Members are not aware of extra-curricular activities due to poor advertising.

DISCUSSION: Information on activities is disseminated to Soldiers and Family Members through...

- Command information channels, and Chain of Concern channels
- Does not always reach the family Members
- Deprives family members the opportunity to participate in life-enhancing extracurricular activities

ACTIONS: 2ID disseminates information about extra curricular activities...

- During unit formations
- The Weekly Bulletin
- The FRG Newsletter
- On 2ID websites

Military Postal Services

ISSUE: There is no military tracking system for packages between CONUS and OCONUS regions causing packages to be lost.

DISCUSSION: Tracking international packages is problematic

- United States Postal Service currently does not track all packages in their system
- USPS does not track packages once they go into an international system (i.e. a package shipped from the United States to a civilian address in Germany)
- For point to point tracking, Postal Patrons must request registered, certified, or express mail service, or signature confirmation of delivery
- A military system that tracks packages from CONUS and within OCONUS regions is not currently available

ACTION: AFAP is raising this issue as an Action Item as this will require implementation by the Military Postal Service Activity. More info to follow.

Army Family Action Plan

Next Meeting 10 APR 2007

Way Ahead

- 9 March 2ID FRG Meeting
- 14 March Yongsan FRG Meeting (No Update)
- 16 March Well Being GOSC
- 20 March FRG Advisory Group Meeting
- 30 March 2ID Retirement Ceremony
- 10 April Warrior Well Being Meeting
- 11 April Yongsan FRG Meeting (No Update)
- 24 April 2ID FRG Steering Committee Meeting
- 9 May Yongsan FRG Meeting (2ID Update)
- 8 June 6-37 FA CoC (TENT)
- 13 June Yongsan FRG Meeting (No Update)
- 15 June 1-2 ATK CoC (TENT)
- 22 June 3-2 GSAB CoC (TENT)
- 26 June 702d BSB CoC (TENT)
- 29 June 2ID FRG Meeting
- 3 July 4-7 Cav CoC (TENT)
- 10 July 210th Fires Brigade CoC
- 12 July 1-38 FA CoC (TENT)
- 24 July 602d ASB CoC
- 27 July 2ID Retirement Ceremony

Closing Remarks